



Health & Dental Benefits for Deployed Reserves in support of Operation Enduring Freedom/Noble Eagle

TEO FS-15

"Your Passport to Quality Health"

Fact Sheet

If you are a member of the reserve component (Reserves or National Guard) activated in the U.S. and deployed to the TRICARE Europe Area of Responsibility (Europe, Africa, and the Middle East) for Operation Enduring Freedom/Noble Eagle, the following information is provided should you have questions or concerns about your health care coverage.

Where do I sign up?

If you are a reserve component member activated in the U.S. and deployed overseas in support of Operation Enduring Freedom/Noble Eagle, you must be enrolled at your mobilization/inprocessing point in the states.

Regardless of your overseas deployment duration, this enrollment will not be transferred to TRICARE Europe. Your enrollment will be accomplished through your mobilized unit. Your unit should also provide you with information and materials to help answer your health care questions.

Activated? Think DEERS

If you are called to active duty for more than 30 days, you and your family are eligible for TRICARE. To ensure family members are eligible for TRICARE upon activation, sponsors must register their family members in the Defense Enrollment Eligibility Reporting System (DEERS). DEERS information may be verified or updated by contacting or visiting your nearest uniformed services personnel office.

What if I have a TRICARE question or problem while deployed overseas?

Just give us a call or stop by if you are near a TRICARE Service Center (see reverse for numbers and locations). If you are in a remote location, contact TRICARE toll-free in Europe at 866-TEurope, DSN 496-6374, CIV 0049-6302-67-6374, or email TEUROPE@europe.tricare.osd.mil.

What If I'm overseas for 30 days or less?

If you need to seek medical care overseas, you will need to show your orders to make an appointment.

TRICARE for the Reserve Component Military Sponsor:

As a member of the reserve component, you are entitled to medical care in a military treatment facility (MTF) for any injury, illness or disease incurred or aggravated in the line of duty. When activated for more than 30 days, you become eligible for TRICARE Prime.

All care should be sought from an MTF or, if authorized, from a host nation provider.

What if I have to file a claim?

If you receive care from a host nation provider in the TRICARE Europe network, you will normally not have to worry about filing your claim – your provider will take care of that for you. In the rare case that you do need to file a claim yourself, take all your claim paperwork to your nearest TRICARE Service Center or call the Centralized TSC if you are in a remote location (see reverse for numbers). We will help you take care of your paperwork.

Required Claims Documentation

- Appropriate TRICARE/CHAMPUS Claim Form. Forms are available at www.tricare.osd.mil/ClaimForms
- An itemized bill
- A receipt (if applicable) for the amount the patient paid to the physician or hospital
- Appropriate authorization form for active duty. Air Force/Army personnel use **SF 1034, Public Voucher for Purchases and Services Other than Personal**. Navy/Marine Corps personnel use **NAVMED Form 6320/10, Non-Naval Health Care Claim Form**. The certifying official may be a medical representative, health benefits advisor or senior officer.



- If you paid for care out-of-pocket, the authorization or claim form should indicate that payment should be made to the member or beneficiary instead of the provider.

TRICARE for Families of Activated Members of the Reserve Component:

Family members of reserve component members become eligible for TRICARE Standard and TRICARE Extra on the first day of the military sponsor's active duty if his or her orders are for more than 30 consecutive days (or for an indefinite period).

Eligible family members may enroll in TRICARE Prime if their sponsor is called to active duty for 179 days or more. There

are no enrollment fees or co-payments for family members, but enrollment forms must be completed. MTFs or TRICARE Prime network providers must be used.

Many reserve component families may have established relationships with providers who are not in the TRICARE Prime network. In these cases, TRICARE Standard may be the most flexible and economical option.

When the sponsor is no longer on active duty orders, families of eligible reserve component members may qualify for the DoD TRICARE Transitional Health Care Demonstration Project (THCDP) if their sponsor was called to active duty for more than 30 consecutive days in support of a contingency operation.

What if I get a check in the mail?

In rare cases, you may receive a check in the mail from TRI-CARE. Don't keep it! This money is intended to pay for care you received from a host nation provider overseas.

If this happens to you, please contact your nearest TSC. Anytime you receive care from a host nation provider while deployed overseas, it is a good idea to write down the name and contact information for your provider. This will help us ensure that proper payment is made to your provider.

TRICARE Dental Program (TDP):

Members of the Selected Reserve and Individual Ready Reserve (IRR) and/or their families may enroll in the TDP.

Reserve component members who are ordered to active duty for more than 30 consecutive days are eligible for military dental care — the same as active duty service members — and are automatically disenrolled from the TDP if previously enrolled. Members should be automatically re-enrolled upon termination of their orders, but to ensure coverage they should check with the TDP administrator, United Concordia Companies Inc. (UCCI), at 1-800-866-8499, before seeking treatment. The TDP requires a minimum twelve-month enrollment period; however, that commitment is waived for families of reservists called to active duty for certain contingency operations.

Reservists who are called to active duty for more than 30 days must first disenroll if enrolled in the program and then they may reenroll their family members as if they are active duty. Family member benefits and premiums are then the same as they are for active duty family members.

What happens when I go home?

When you are no longer on active duty orders, TRICARE eligibility ends; however, line-of-duty care may be received in a MTF for injuries or illnesses incurred while you were on active duty. Members ordered to active duty in support of a contingency operation and their family members may be eligible for transitional health care for 60 to 120 days, depending on their total active federal military service. Contact your TRICARE Health Service Region back home for more information.

TRICARE Service Centers (TSCs) in Europe

TRICARE Europe Office, Sembach Airbase, Germany – Commercial: (country code 49) 06302-67-6312/6314 or DSN: 496-6312/6314

Facility	Commercial Telephone	DSN Telephone	Facility	Commercial Telephone	DSN Telephone
<u>GERMANY</u>	(Country Code 49)		<u>BELGIUM</u>	(Country Code 32)	
Babenhausen USA Clinic	06073-38-574/313	348-3574/3313	Brussels NATO Clinic	02-717-9503	365-9503
Bad Aibling USA Clinic	08061-80-3851	441-3851	SHAPE (Mons) Clinic	06-544-5837/5853	423-5974/5853
Bamberg USA Clinic	0951-300-7420/7897	469-7420/7897	<u>GREECE</u>	(Country Code 30)	
Baumholder USA Clinic	06783-6-6570/6205	485-6570/6205	Souda Bay USN Clinic	0821-66-200-1580/1590	266-1580/1590
Bitburg-Spangdahlem	06561-69-3100/3110	453-3100/3110			
USAF Hospital			<u>ICELAND</u>	(Country Code 354)	
Büdingen USA Clinic	06042-80-820/789	321-4820/4789	Keflavik USN Hospital	425-3256/3229	228-3256/3229
Butzbach USA Clinic	06033-9821-45/48	345-4045/48			
Darmstadt USA Clinic	06151-69-7380/6791	348-7379/6791	<u>ITALY</u>	(Country Code 39)	
Dexheim USA Clinic	06133-69956	334-5956	Aviano USAF Clinic	0434-66-5133/5406	632-5133/5405
Friedberg USA Clinic	06031-81-3112/3652	324-3112/3652	Camp Darby USA Clinic	050-54-7883	633-7883
Geilenkirchen USAF Clinic	02451-99-3400/3401/3402	None	Gaeta USN Clinic	030-903-3068	632-7709/7710
Giefelstadt USA Clinic	09334-8-7411/7610	352-7610/7411	La Maddalena USN Clinic	0789-798-275/276	623-8275/8276
Grafenwöhr USA Clinic	09641-83-7424/8307	475-7424/8307	Naples USN Hospital	081-724-3671/3677	625-3671/3677
Hanau USA Clinic	06181-500-6608/6610	328-6608/6610	Sigonella USN Hospital	095-56-4848/4877	624-4848/4877
Heidelberg USA Hospital	06221-17-2362/2363	371-2362/2363	Vicenza USA Clinic	0444-51-8304/7294	634-8304/7294
Hohenfels USA Clinic	09472-83-4528/4538	466-4528/4538			
Illesheim USA Clinic	09841-83-512/588	467-4512/4588	<u>PORTUGAL</u>	(Country Code 351)	
Kaiserslautern USA Clinic	0631-411-6358/6359	483-6358/6359	Lajes USAF Clinic	295-57-2262	312-535-2262
Katterbach USA Clinic	09802-83-2619	467-2619			
Kitzingen USA Clinic	09321-305-415	355-8415	<u>SPAIN</u>	(Country Code 34)	
Landstuhl RMC	06371-86-6374/8234	486-6374/8234	Rota USN Hospital	956-82-3556/3552	727-3556/3552
Mannheim USA Clinic	0621-730-4708	380-4708			
Ramstein USAF Clinic	06371-46-2616/2557	479-2616/2557	<u>TURKEY</u>	(Country Code 90)	
Rhein-Main USAF Clinic	069-69719-265	330-4265	Incirlık USAF Hospital	0322-316-6628/8670	676-6628/8670
Schweinfurt USA Clinic	09721-96-6638	354-6638			
Stuttgart USA Clinic	0711-680-8625/8638	430-8625/8638	<u>UNITED KINGDOM</u>	(Country Code 44)	
Vilseck USA Clinic	09662-83-2026/2000	476-2026/2000	Croughton USAF Clinic	01280-70-8721	236-8721
Wiesbaden USA Clinic	0611-705-5248/7316	337-5248/7316	London USN Clinic	01895-61-6393/6328	235-6338/6324
Würzburg USA Hospital	0931-804-3372/3873	350-3372/3873	London USN Clinic	01895-61-6393/6328	235-6338/6324
TRICARE Europe -	06302-6302-67-7433 or	496-7433	Menwith Hill USAF Clinic	01638-52-8688/8719	226-8688/8719
Central TRICARE	from states 1-888-777-8343		St Mawgan USN Clinic	01637-87-6111	234-3568
Service Center (CTSC)			Upwood USAF Clinic	01480-844-561/4502	268-4561/4502